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FCC Mail Room

Black Bear Paging & Internet Services
A member of Lloyd Hoff Holding Corporation

DATE: 03-26-13

CHIEF, TELECOMMUNICATIONS CONSUMERS DIVISION
ENFORCEMENT, FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET S.W.
ROOM 4-C244
WASHINGTON, DC 20554

DEAR SIR;

ENCLOSED IS THE REQUIRED COPY OF OUR SECTION 64.2008€ COMPLIANCE WITH CPNI.

REFERENCE FILE NO EB-08-TC-4485
NAL/ACCOUNT NO 200932170512
FRN: 0017024613

IF I CAN BE OF ANY ASSISTANCE, OR IF YOU HAVE ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT ME
AT YOUR CONVENIENCE.

THANK YOU,

A handwritten signature in black ink, appearing to read "Rashel Hoff", with a stylized flourish at the end.

RASHEL HOFF

No. of Copies rec'd _____
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P. O. Box 250 Millwood, WV 25262
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CPNI Template Submission

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[Customer Proprietary Network Information \(CPNI\) Certification Home](#)

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Annual 47 C.F.R. § 64.2009(e) CPNI Certification Template EB Docket 06-36

Submission Confirmation Number: **64355080**

Annual 64.2009(e) CPNI Certification for 2013 covering the prior calendar year:

1. Date filed:

2. Name of company(s) covered by this certification:

- Lloyd Hoff Holding Corporation dba Black Bear Paging (825336)

3. Form 499 Filer ID(s):

4. Name of signatory:

5. Title of signatory:

6. Certification:

I, [name of officer signing certification], certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

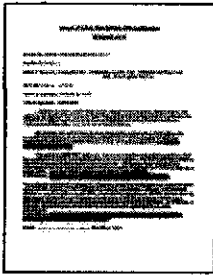
The company [☐ has ☒ has not] taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. [NOTE: If you reply in the affirmative, please provide an explanation of any actions taken against data brokers.]

The company [☐ has ☒ has not] received customer complaints in the past year concerning the unauthorized release of CPNI [NOTE: If you reply in the affirmative, please provide a summary of such complaints. This summary should include number of complaints, broken down by category]

or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information.]

The company represents and warrants that the above certification is consistent with 47. C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed: [☒ Signature of an officer, as agent of the carrier]

Attachments: Accompanying Statement explaining CPNI procedures Explanation of actions taken against data brokers (if applicable) Summary of customer complaints (if applicable)	
 CPNI CERTIFICATION 2012.doc	

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CPNI Template Submission Software Version 00.01.03 April 5, 2011

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Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2012

Date filed: 03-26-13

Name of company covered by this certification: LLOYD HOFF HOLDING CORPORATION
DBA: BLACK BEAR PAGING

Form 499 Filer ID: 825336

Name of signatory: RASHEL D. HOFF

Title of signatory: PRESIDENT

I, RASHEL D. HOFF, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company [is/ is not] in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules [REDACTED].

The company **HAS NOT** taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

If affirmative: [REDACTED]

The company **HAS NOT** received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

If affirmative: [REDACTED]

Signed _____ RASHEL D. HOFF

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Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

ACCOMPANYING STATEMENT

THE LLOYD HOFF HOLDING CORPORATION DBA: BLACK BEAR PAGING SERVICE DOES NOT, AT ANY TIME, COMPILE DATA FOR DATA BROKERAGE COMPANIES FOR ANY PURPOSE. ALL CUSTOMER'S ACCOUNTS AND THE DATA CONTAINED THEREIN, EITHER PERSONAL OR BUSINESS, ARE NOT RETAINED FOR ANY PURPOSE OTHER THAN THAT OF DIRECT CONTACT BY OUR OFFICE TO THAT OF THE CUSTOMER. CUSTOMER CONTACT INFORMATION IS STRICTLY CONFIDENTIAL.

OTHER CUSTOMER INFORMATION, SUCH AS DATA TRANSMITTED THROUGH THE PAGING TERMINAL TO THE CUSTOMER'S PAGER(S) IS ALSO CONSIDERED TO BE OF A CONFIDENTIAL NATURE. NONE OF THIS INFORMATION IS EVER COMPILED INTO A PRINTABLE OR REPORTABLE FORMAT. OUR SYSTEM STORES THE DATA AS THE AMOUNT OF CALLS RECEIVED BY EACH PAGER AND IS REPORTED DIRECTLY TO OUR SERVICE PERSONNEL AS A TALLIED TOTAL IN THE FORM OF A CALL COUNT REPORT. THIS CALL COUNT REPORT DOES NOT AT ANY TIME DEFINE THE TELEPHONE NUMBERS OR OTHER DATA TRANSMITTED TO OUR CUSTOMERS OR THEIR INDIVIDUAL PAGERS IN A FORMAT ACCESSABLE BY ANY OF OUR PERSONEL.

AT NO TIME IS ANY CUSTOMER INFORMATION (DEFINED AS PERSONAL ACCOUNT DATA OR TRANSMITTED PAGER DATA) SOLD, BROKERED, OR ISSUED TO ANY UNAUTHORIZED PERSON OR AGENCY BY OUR COMPANY FOR ANY PURPOSE.

ALL INFORMATION FOR CUSTOMER ACCOUNTS (PERSONAL ACCOUNT DATA) IS CONSIDERED PRIVATE AND IS ONLY ACCESSABLE BY AUTHORIZED INTERNAL PERSONNEL AND THOSE PERSONS AUTHORIZED FOR EACH INDIVIDUAL CUSTOMER ACCOUNT FOR THE PURPOSE OF DAY TO DAY BUSINESS. FOR EXAMPLE: INVOICING, INTERNAL COLLECTIONS, TELEPHONE INQUIRES, ETC.

AT NO TIME IS ANY CUSTOMER INFORMATION SUBJECT TO DISCLOSURE BY WAY OF REPORT, TELEPHONE CONVERSATION, OR ANY OTHER MEANS TO ANY PERSON FOR DISTRIBUTION FOR PROFIT.

LLOYD HOFF HOLDING CORPORATION PRIDES ITSELF ON THE

NONDISCLOSURE OF ANY INFORMATION FOR PROFIT.

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